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Department of Human Resource Management

# Worklife Elevated

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On the Front Page

## Executive Director's Message Rodney G. Marrelli, Utah State Tax Commission

From a distance the Utah State Tax Commission may look like just another government building filled with workers performing routine tasks. But an up-close look at the Tax Commission and the challenges it faces clearly shows a model of efficiency that directly impacts the lives of all Utah citizens.

Our primary function is to collect and distribute state taxes. However, Tax Commission employees fulfill diversified roles that help make Utah a better place to live.

The number of people we serve directly reflects the growing population of Utah. As the population grows, more state income taxes are processed, more vehicles are registered, and additional sales tax revenues distributed.

Although Utah's population has increased 27 percent in the past 10 years, the number of Tax Commission employees over the same period has actually decreased. We have been able to meet the growing demands of the public by combining improved technology with highly trained employees.

The efforts and accomplishments of our employees have been recognized nationally. Last year the GovMark Council honored the Division of Motor Vehicles On-the-Spot program as the Best Overall program in the nation.

On-the-Spot allows qualifying vehicle inspection stations to issue vehicle renewal decals at the station. Last year nearly 250,000 vehicle owners took advantage of this program throughout the state. The benefits of this unique public-private partnership are three fold: 1) customers are able to save time by not visiting a DMV office 2) the numbers of customers visiting the DMV is reduced and 3) the business provides an additional service to its customers. This is just one example of how the Tax Commission has improved service without increasing costs to the public.



(Continued on page 2)



## Executive Director's Message

### Rodney G. Marrelli, Utah State Tax Commission (cont.)

*(Continued from page 1)*

We administer the following taxes and fees:

- Personal income, corporate income, and gross receipts taxes
- Sales and use taxes, including numerous local option taxes
- Alcohol, tobacco, and other miscellaneous taxes
- Oil, gas, and mining severance taxes
- Centrally assessed property taxes
- Motor vehicle registration fees
- Employer withholding taxes
- Fuel taxes

These various types of taxes require the special attention of a highly trained workforce. For example, there are more than one dozen local option taxes that you may or may not pay at the cash register.

We constantly strive to make compliance to Utah's tax laws easier, and tax evasion more difficult.

Our auditors enhance voluntary taxpayer compliance by determining that taxes due have been reported and providing accounting education to taxpayers.

The Commission continues to use technological advancements and alternative methods of filing income tax returns. The Processing Division deposited over \$7.96 billion in gross revenues last year. These dedicated workers also process, enter data, microfilm, digitally scan and archive

more than one million paper and electronic tax returns annually.

The Taxpayer Services Division maintains front-line contact with the public on tax issues. This group collects delinquent taxes and encourages future compliance. With significant changes in Utah's income tax laws in recent years, their role in offering tax education classes to businesses and tax preparers have become even more crucial.

Unfortunately, there are a small percentage of people who refuse to pay their fair share of taxes. Our Criminal Investigations Unit aggressively investigates and prosecutes those who ignore state tax laws.

In Utah, county assessors value taxable real property, personal property and motor vehicles. However, the Commission's Property Tax Division values centrally assessed properties. These include utilities, mines, railroads, airlines and similar properties that cross county lines.

Property Tax Division employees also work with local officials to assure that equitable and accurate assessments are implemented. The counties set the rates; we verify them. This includes administering the Truth-and-Taxation law among all the counties, cities, towns, and special service districts in Utah.

Most Utahns are familiar with the Division of Motor Vehicles which registered 2.9 million vehicles last

year. We continue to encourage vehicle owners to process routine renewal registrations on the Internet or at an On-the-Spot station. This effort has significantly reduced the average wait times at our DMV offices in recent years.

The Motor Vehicle Enforcement Division fulfills a critical role by licensing and regulating the commercial vehicle sales industry. Law enforcement agencies throughout the state recognize our MVED police as experts in investigations of stolen vehicles, chop shops, and fraud involving motor vehicles, titles, and odometers. Last year, our officers recovered over 508 stolen vehicles valued at over \$3.6 million.

Like the ant hill in a vacant field, the Tax Commission may look like just an ordinary mound of dirt. But when you peek closely on the inside you will see a dedicated colony of workers accomplishing critical tasks that add to Utah's quality of life and collect the revenues that fund the tasks performed by state government and its employees.

We constantly strive to:

- Do it right the first time
- Provide the tools our employees need to be successful
- Allow our great employees to do great work by making compliance with tax laws easier and tax avoidance harder.

**Our primary function is to collect and distribute state taxes. However, Tax Commission employees fulfill diversified roles that help make Utah a better place to live.**



## Would You Take a Class From This Man?

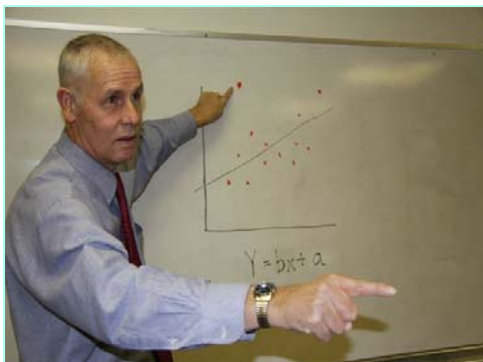
By Charlie Roberts

Ron Smith, Education Specialist for the Utah State Tax Commission, faces a challenging daily task: turning volumes of increasingly complicated tax laws into attention-grabbing classroom sessions.

He is a believer in "best practices" shared with appraisers, tax commission personnel, and officials from cities, school districts, counties and special service districts. "Property tax is a dichotomy," Ron says (proud of using a four-syllable word). "It is probably the least efficient tax to assess and collect, yet the most stable, reliable income source to tax entities. People dislike it (like most taxes), but I'll argue in favor of property tax, constitutionally and administratively."

"More than any one person, Ron has had a direct, positive impact on increasing the skill level of County Assessors throughout the state," says Denny Lytle, Director of the Property Tax Division.

When Ron first arrived at the Tax Commission 15 years ago, he brought a suitcase full of practical front-line experience with him. He served three terms as the elected Utah County Assessor from 1982 to 1994. Watch out or he'll launch into war stories from the good-ol' days.



Ron asks the appraisal class how to handle an "outlier." The bright student's response: "If you don't like it, just erase it!"

County Sheriff soon called saying, "Will you please leave my 'Bill's Small Appliance' alone? It's a bogus company--a sting operation!" Sure enough, the newspaper later reported 28 arrests through Bill's for fencing stolen property, weapons violations, and harboring an alligator. "Maybe the Sheriff should still pay the taxes for Bill's," Ron grouched. "That alligator has to be worth something."

County service, because it's close to the people, is a great opportunity. Ron took the challenge to combine vehicle tax services with the DMV, computerize the personal property section (those were the good ol' days!) and introduce residential regression appraisal

"One of my favorites was chasing down Bill's Small Appliance Company to pay their personal property tax. They ignored letters, they scoffed at phone calls, they wouldn't pay," frowned Smith. The

models.

Ron's wife abruptly ended his political life by saying, "Twelve years is plenty. You believe in term limits, so set the example and get out." So he got out. Gratefully, he continued in government service, now teaching, learning and sharing statewide.

With a daily commute from Orem (well, four days anyway), he has little time for hobbies. Ron does collect state and national flags, making him a favorite with elementary school children preparing geography and political reports. "Other than that brief benefit, it's one of those useless hobbies. If I didn't do something worthless, my wife would think I'm perfect," he concludes.

Ron feels lucky to associate with his colleagues in state and local



Ron ponders the weighted average cost of capital. Or, maybe he's trying to remember where he left his lunch bucket. It's hard to tell.

government. He's careful not to ask questions with "yes" or "no" answers, because he believes people just need an opportunity to develop and express ideas.

And he says he's still

having fun. "Darn right. If you aren't having fun, then you won't have any... uh... well, fun."

So who wants to take a class from Ron?







## Life Assistance Counseling with Blomquist Hale

Employees and their dependents covered by a PEHP insurance plan (Preferred Care, Advantage Care or Summit Care) are eligible to receive counseling services free of charge. Blomquist Hale can help with matters including marital difficulties, family problems, personal and emotional difficulties, elder care consults, referrals to medical professionals and referrals for alcohol/drug treatment as well as other areas. Additional information regarding the life assistance counseling available through Blomquist Hale please visit

[www.blomquisthale.com](http://www.blomquisthale.com).

### Blomquist Hale Utah Locations:

#### Salt Lake City

4500 South 860 East, Suite 202  
Salt Lake City, UT 84107  
Phone: 801-262-9619  
Toll Free: 800-926-9619

#### Ogden

1140 East 36<sup>th</sup> Street, #111  
Ogden, UT 84403  
Phone: 801-392-6833  
Toll Free: 800-395-7850

#### Brigham City

118 East 100 North  
Brigham City, UT 84302  
Phone: 435-723-1610

#### Orem

891 West Center Street  
Orem, UT 84057  
Phone: 801-225-9222  
Toll Free: 800-723-9330

#### Logan

550 North Main #112  
Logan, UT 84321  
Phone: 435-752-3241  
Toll Free 800-894-6822

**For additional Utah Locations:  
Call Toll Free 800-926-9619**

Information was provided by  
Blomquist Hale and  
[www.blomquisthale.com](http://www.blomquisthale.com).

## Office of the Commission—Utah State Tax

By Charlie Roberts

The Utah State Tax Commission functions in two separate and distinct roles: The Office of the Commission and Operations.

The Office of the Commission hears and rules on tax appeals, supervises and administers the State's tax laws, and promulgates rules to administer those tax laws.

The Office of the Commission consists of four Governor-appointed Commissioners, administrative law judges, appeals support staff, economists, internal auditors, and a public information officer.

The Commissioners, in consultation with the Governor, hire the agency's executive director to oversee the operative functions of the Tax Commission.

The operation of these divisions serves to keep the appeals process separate from day-to-day functions. Administrative law judges and Commissioners hear and



Utah State Tax Commissioners (right to left): Marc Johnson, D'Arcy Dixon Pignanelli, Chair Pam He drickson, and Bruce Johnson.

rule on these appeals that impact the individual taxpayer.

During the past year, over 2,900 appeals were filed by taxpayers on all types of state and local taxes. This was a 73 percent increase from the previous year. It appears that 2009 will experience another significant increase in the

number of appeals filed.

The Economic and Statistical Unit provides analyses from various sources for the Legislature. The Commission utilizes internal audits to identify potential weaknesses in high risk areas.

The Commission posts redacted decisions as well as proposed and adopted administrative rules to provide public insight into timely and accurate state tax information.

Additional information is found in the Tax Commission annual report at <http://tax.utah.gov/research/reports.html>.

## Meet Area Code 385

Change is a coming to a phone near you...and it all started with the number 385.

The Wasatch Front has become so populated that area code 801 can not accommodate all the phone customers. A new area code has stepped in to take the pressure off. Area code 385 will be implemented starting March 1, 2009.

This will require all Utahns to dial 10-digits when calling anyone in the state.

The change is called an overlay which is an addition of another area code in the same geographic region as an existing area code. This change means that if you call locally (i.e.: Salt Lake to Murray), you will need to dial 801-555-5555, and if you dial long distance (i.e.: Ogden to Salt Lake) you will need to dial 1-801-555-5555. After March 1 if you do not use the new dialing

procedure your calls will not complete, and you will receive a message instructing you to hang up and dial again. For additional information please go to <http://www.qwest.com/residential/utah/docs/UTAreaCode080312.pdf>





## The Governor's *WorkWell* Challenge

The old adage "It's now or never" doesn't ring true for physical activity. No matter when you start, exercise improves health. And it doesn't even have to be 30 minutes at a time. Did you know you benefit from even small amounts of moderate activity throughout the day? Regular physical activity is easier to fit in than you may realize and can significantly lower your lifetime risk for cancer, heart disease and diabetes. So even if you've never exercised before, it's never too late to start!

### The 10-Minute Solution

It may sound too good to be true, but you don't necessarily have to set aside a half-hour to exercise. On those especially busy days, try working in 10 minutes of activity three times a day. For example, you can do some simple exercises for 10 minutes in the morning before everyone gets up, take a 10-minute walk during lunch, and another 10-minute walk after dinner. It's that simple to work in 30 minutes of activity.

Think about how much time you spend sitting rather than being active. Then consider these simple substitutions that can help you get moving.

- Use stairs rather than an elevator.
- Exercise at lunch with your workmates, family, or friends.
- Take a 10-minute exercise break at work to stretch or take a quick walk.
- Walk to visit co-workers instead of sending an email.
- Wear a pedometer every day and watch your daily steps increase.
- Join a sports team.
- Use a stationary bicycle or treadmill while watching TV.



Whether you set aside time to exercise or do short bursts of activity throughout the day, the most important thing is to get up and get moving.

Over the next two months, take the challenge and set a goal. If you are inactive, set a goal to get 30 minutes of activity two days a week. If you are already moderately active, try to add an additional 30 minutes some time during the week. Even if it is broken in to 10-minute increments, you will still reap the benefits of regular physical activity. Remember, the more activity the better so get moving!

## 11th Annual Manager's Conference

The upcoming 11th Annual Manager's Conference will take place in Salt Lake City this May.

The theme for this year's conference is:

## 4 Disciplines of Execution

As a leader in your organization, you know how difficult it is to cascade the goals and vision from the top into actionable behaviors among frontline workers to achieve critical objectives. How much time is spent on activities that aren't aligned with your organization's goals? Without question, execution is one of the most critical challenges facing leaders today.

You won't want to miss this engaging morning of discussion. Watch for a statewide email within the next couple of weeks that will include details and registration information.

Conference sponsored by: Department of Human Resource Management, Utah Society of Certified Public Managers, Salt Lake County University, Franklin Covey

**"Execution is *the* great unaddressed issue in the business world today."**

- Ram Charan, bestselling author and business authority



## Dolly Parton and Your Taxes....You Deserve a Big Break Too!

By Mary Christensen

The lyrics Dolly wrote about the day to day routine in the working world, say it best:

*Tumble out of bed and stumble to the kitchen;  
pour myself a cup of ambition,  
and yawn, and stretch, and try to come to life.  
Jump in the shower, and the blood starts pumping;  
out on the street, the traffic starts jumping,  
with folks like me on the job from nine to five*

While Dolly might not be able to relate to financial troubles and working nine to five she could have related to the feelings of 'why can't I just catch a break'. Well, Dolly caught her break and you can catch a break too, and, from an unlikely source, the Federal Government. With tax season in full swing you may be wondering how they will give you a break. Will they let you go double or nothing on your tax refund? No, but they do offer a tax credit for low to moderate income families. The Earned Income Tax Credit or EITC has income eligibility requirements but if you meet those requirements and are found to be eligible it could translate into your big break during these economic times.

Eligibility information for the tax year 2008 provided by <http://www.irs.gov>:

**Earned income and adjusted gross income (AGI) must each be less than:**

- \$38,646 (\$41,646 married filing jointly) with two or more qualifying children;
- \$33,995 (\$36,995 married filing jointly) with one qualifying child;
- \$12,880 (\$15,880 married filing jointly) with no qualifying children.

**Tax Year 2008 maximum credit:**

- \$4,824 with two or more qualifying children;
- \$2,917 with one qualifying child;
- \$438 with no qualifying children.
- Investment income must be \$2,950 or less for the year.

More information is available on the IRS's website. There is a short questionnaire to see if you would qualify for the EITC. For additional information about the EITC, visit <http://www.irs.gov>.

Oh, and if you do want to double your money, the best counsel in these economic times may be that of Kin Hubbard, who advises, "The best way to double your money is to fold it over and put it in your pocket."

## CPM REGISTRATION IS NOW OPEN

Did you know that the Utah Certified Public Manager Program®:

- is the state's principal management training program
- has been offered in Utah since 1987
- has educated more than 1,100 graduates
- costs just \$8 an hour for nationally accredited leadership training



The Utah Certified Public Manager Program® (UCPM) is pleased to announce that registration for Spring Quarter 2009 is now available online. A full schedule of classes is offered in Salt Lake City starting the first week in April. Classes are 8 hours in length, 1 day each week throughout the term, and begin at either 7am or 9am. Work with your supervisor to determine which class time will best support other work duties. Program learning outcomes and competencies, policies, instructor schedules, and other information can be found online at [www.cpm.utah.gov](http://www.cpm.utah.gov). **Please register early as class sizes are limited.** Deadline is March 20. To go directly to the registration flier click [here](#) or visit DHRM's event registration site at [www.dhrm.utah.gov/events](http://www.dhrm.utah.gov/events).

**For important information regarding program changes** I invite you to read through the 2009 CPM Program Changes document on the CPM web site at [www.cpm.utah.gov](http://www.cpm.utah.gov). This document provides explanation of the changes, elective credits information, and the implementation plan. It also contains links to the new program descriptions and outcomes as well as applications for elective credit consideration.

Notice to State of Utah Employees: Enrollment is open to individuals receiving authorization from supervisors and may be contingent upon department policies and funding.





## Utah Performance Management

By Jamie Nagle

Utah Performance Management (UPM) is a strategically aligned, web-based, individual performance management system developed by the Department of Human Resource Management in partnership with the Governor's Office of Planning and Budget. UPM will be available for all state agencies to use in fiscal year 2010.

As agencies throughout the State of Utah increase their focus on performance, UPM will be an effective tool in providing employees a line of sight that will allow them to identify individual performance goals that align with their organization's strategies. Strategic alignment of organizational and individual goals is a major task in improving both individual and agency



performance. When employees realize that they play an important piece in the

overall success of their agencies, they are more likely to put more effort and energy into even mundane tasks. An office specialist with the highway patrol, who understands how his or her job of filing paperwork and scheduling meetings can help reduce traffic fatalities, will out-produce, out-innovate and out-perform another worker who does not understand why their job is important in the broad scheme of the agency goals.

UPM is a tool that will help agencies emphasize that they are only successful when their employees are successful. To find out more about UPM contact your Human Resource office or Jamie Nagle at 801-538-3377.

[jnagle@utah.gov](mailto:jnagle@utah.gov)

### How to Request a Duplicate W-2

In the event you lose your W-2 or require a duplicate copy for another reason, you can print your own\* (see below) or request one from State Payroll. There is a \$5 processing fee for each tax year requested from State Payroll.

A duplicate W-2 request may be made either in writing or in person. The request must include your name, Social Security Number, the tax year being requested, your mailing address, a daytime telephone number, and your authorizing signature.

Send **written requests** to:  
Division of Finance - Payroll  
2110 State Office Building  
Salt Lake City, Utah 84114  
Include \$5 for each tax year requested

To request a duplicate **in person** go to:  
Division of Finance  
2110 State Office Building,  
(the building directly north of the State Capitol).

Employees who have access to ESS can print their own duplicate W-2 forms. To access this function, log into ESS and click on the Employee Self Service tab. Then click on "My Information." The links to access "Print Duplicate W-2" and "IRS W-2 Instructions" are in the Detailed Navigation tray on the left.

## Summer Memories

By Clayton Scrivner

When it comes to creating family memories, nothing tops a vacation. Now that the winter weather is subsiding, the

time to create that special summer experience with our loved ones is fast approaching. These days, value is at the top of many people's travel wish list, and lucky for Utahns, the state we chose to call home lays claim to seemingly innumerable destinations that offer value through not only low cost, but an ease of access that allows you to vacation in your own backyard.



Antelope Island State Park, for instance, offers hiking, biking, wildlife watching, and solitude less than an hour's drive from anywhere along the Wasatch Front. Speaking of wildlife, the Bear River Bird Refuge is home millions of species of migrating birds and a state-of-the-art visitor center offers interactive exhibits that capture the imagination. Consider a tour of museums on your way: Hill Aerospace Museum, Union Station's Railroad Museum, Utah Children's Museum, and the Museum of Ancient Life at Thanksgiving Point offer explorations of topic's children love right on the Wasatch Front. So round up the family and saddle up at The American West Heritage Center in Cache Valley, or spelunk the caverns of Timpanogos Cave National Monument (or do both in the same day) – great experiences await just minutes away.

Home to five national parks, 42 state parks, seven national monuments, two national recreation areas and The Greatest Snow on Earth®, Utah represents the best of both the Rocky Mountains and the desert southwest. Utah has it all – holding true to the state's "Life Elevated" brand. For more information visit [www.utah.travel](http://www.utah.travel) or call 800-200-1160.

Watch for more travel information provided by the Utah Travel Council in upcoming newsletters.



## Waist Aweigh

By Jeremy Drecksell

PEHP would like to announce recent enhancements to the "Waist Aweigh" obesity intervention program. PEHP's objective is to raise awareness and

understanding about proper nutrition and fitness programs that promote good health and successful weight loss.

The "Waist Aweigh" program focuses on individuals with an elevated body mass index (BMI) of 35 and higher. Greater obesity rates mean higher rates of lifestyle illnesses such as hypertension, metabolic syndrome, diabetes, and cardiovascular disease.

The PEHP "Waist Aweigh" program is open to all qualified employees and



their spouse. Members who qualify will be reimbursed by PEHP for an approved weight loss program and/or gym/fitness center. This

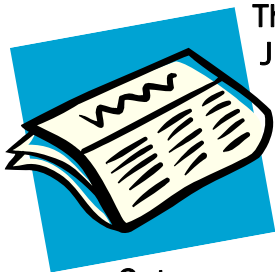
means, PEHP will reimburse 100% of fees paid, up to a maximum of \$100.00 per month. A contract paid in full to an approved weight loss program will be reimbursed at a prorated monthly rate. Due to HIPAA regulations, the total amount of rewards cannot be more than 20 percent of the cost of employee-only coverage under the plan. Members should consult with a tax advisor for tax advice concerning their benefits as "Waist Aweigh" rebates may be taxable.

In order to qualify for this benefit, members must meet the following:

- Be an active employee and/or spouse (retirees, Medicare Supplement, and LTD plans are not eligible)
- Have a BMI 35 or greater
- Members who meet the qualifications and would like to begin the enrollment process can download the enrollment packet at [www.pehp.org/wellness/waistaweigh](http://www.pehp.org/wellness/waistaweigh) and return the required documents to PEHP.

Members who do not have internet access or need additional information about the program can contact the PEHP "Waist Aweigh" Program at 801-366-7478 or 800-753-7478.

### Extra Extra Read All About It!



The Employee Gateway, launched in July 2008, has gotten even better! The Gateway is the primary means for state employees to find information relating to their employment with the State of Utah. On December 5<sup>th</sup> 2008 the

Gateway received its first enhancement and now includes live local news feeds from throughout the state as well as quick links to several popular websites. To illustrate how useful the gateway is to find answers to most employment and benefit questions you are invited to join in a contest. Simply follow this link [www.employeegateway.utah.gov](http://www.employeegateway.utah.gov) and locate the changes to the CPM program effective January 2009. Email the document name and where the information is located on the Gateway to [employeegateway@utah.gov](mailto:employeegateway@utah.gov). All correct answers received by March 15, 2009 will be entered into a drawing for an Emergency Car Kit.

### 2008 FLEX\$ DOLLARS

By Barbara Smith

Not sure what to do with your left over 2008 FLEX\$ dollars? You still have until March 15 of 2009 to spend any remaining funds in your FLEX\$ account from 2008.

Not sure what can be reimbursed through FLEX? A list of eligible expenses is listed at [www.pehp.org](http://www.pehp.org). You will need to send in a copy of your receipts with a claim form to PEHP. Forms can be obtained from [www.pehp.org](http://www.pehp.org) or from your Human Resource representative. Remember to keep receipts in the event that PEHP needs further documentation on any of your expenses.



Any questions contact the PEHP FLEX\$ Department at 801 366-7503 or toll free at 800 753-7703.





## UTAH LEADERSHIP INSTITUTE

The Utah Leadership Institute is pleased to announce the March training schedule

[Art and Science of Leadership, Mondays beginning 3-9](#)

[Art and Science of Leadership, Wednesdays beginning 3-11](#)

The Art and Science of Leadership courses are excellent, low cost trainings to give front line and mid level managers the tools needed to successfully lead. Go to the training tab on the employee gateway or <http://www.dhrm.utah.gov/events/> to see all training courses available through the Utah Leadership Institute. For leadership training questions, to request special trainings for your agency, or to provide general questions or comments please contact Mike Tribe at [miketrib@utah.gov](mailto:miketrib@utah.gov)

**Some recent Comments.....** *"I can't wait to implement the ideas I learned from this course." - "It is very informative. I recommended it to all managers regardless if they are new or seasoned." - "It was the best training I'd been too. It was interesting, didn't make me want to put a pencil in my eye, and I wished I'd had it when I first became a supervisor!"*

We'd love to hear from you. Please submit feedback, suggestions, or ideas for future articles to:

[HRNewsletter@utah.gov](mailto:HRNewsletter@utah.gov)

DHRM is adding value to the State of Utah by:

- Increasing Customer Service
- Increasing Efficiency
- Decreasing Liability

### Department of Human Resource Management

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*Worklife Elevated is published bi-monthly*

Daylight Saving Time begins on March 8, 2009. On the second Sunday in March, clocks need to be set forward one hour at 2:00 a.m.

Daylight Saving Time gives us the opportunity to enjoy more daylight in the evenings, this gives you the opportunity to get outside in the evenings.



**Remember to  
SPRING FORWARD!**

**On the front page:**  
Thanksgiving Points  
Tulip Festival Photo  
Courtesy of  
Thanksgiving Point

Each spring a quarter million tulips bloom at Thanksgiving Point



signifying that spring has sprung. The annual festival runs from April to mid-May. Thanksgiving Point is located just off of I-15 at the Point of the Mountain. For more information visit [www.thanksgivingpoint.com](http://www.thanksgivingpoint.com).

